

# What's Current

**NOVEC**

The Powerful Choice

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## Operation Round Up Membership Tops 5,000

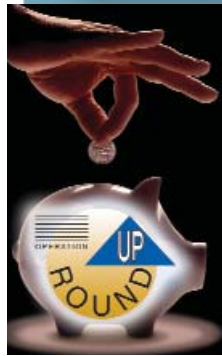
The Operation Round Up recruitment campaign that ended December 1 exceeded the membership goal by 17 percent. The program now has 5,177 participants, but we still need more!

During the 2005-2006 winter heating season, Operation Round Up (ORU) worked through local social services agencies to provide \$46,000 in aid to families needing

assistance paying their winter heating bills.

Customers who enroll in ORU authorize NOVEC to "round up" their monthly electric bill to the next whole dollar amount, and this amount goes to the ORU fund. For example, if a bill is \$69.54, it is rounded up to \$70.00 and the extra 46 cents is contributed to ORU. The amount "rounded up" averages about \$6 per year.

Customers who missed the campaign can still sign up to help the less fortunate stay warm during the cold winter months.



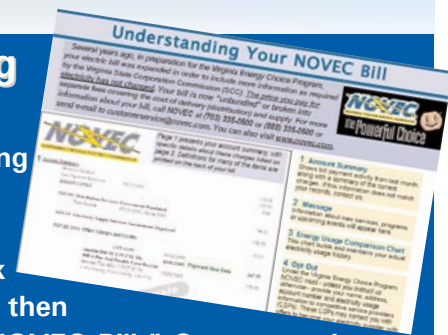
### To register for Operation Round Up:

- ▶ Visit [www.novec.com](http://www.novec.com), click the "About NOVEC" tab and then "In the Community."
- ▶ Call the Customer Service Center at 703-335-0500 or 1-888-335-0500.

## Understanding Your Bill

Need help understanding your monthly electric bill? Just visit [www.novec.com](http://www.novec.com), click on "Pay Your Bill" and then

"Understanding Your NOVEC Bill." Or contact the Customer Service Center at 703-335-0500, 1-888-335-0500 or [customerservice@novec.com](mailto:customerservice@novec.com) to request a copy of this informative flyer.



## Reporting Power Outages

- ▶ First check your home's fuses or circuit breaker panel to determine if the problem is located inside or outside the house.
- ▶ If the problem is outside your house, call NOVEC 24 hours a day, 7 days a week at 703-335-0500 or 1-888-335-0500 to report the outage.
- ▶ Our interactive voice response (IVR) phone system provides an automated reporting process with outage update messages. This helps reduce the phone wait time and your phone call is used to drive outage reporting software that helps determine the source of outages. You also have the option of speaking to a NOVEC staff member Monday through Friday, 7:00 a.m. to 7:00 p.m. (excluding holidays). However, this could involve longer wait times depending on call volume and will delay the reporting of your outage.
- ▶ Use your laptop or a computer at another location to access the online outage map at [www.novec.com](http://www.novec.com) to get real-time data from our outage management system. This online map shows where outages are located, how many customers are affected and what streets are involved. However, you cannot report your outage online; you must call NOVEC to report outages.

## All NOVEC offices will be closed on February 19 - President's Day

However, the Operations Center is staffed 24 hours a day, seven days a week, even on holidays. Call 703-335-0500 or 1-888-335-0500 to report power outages.



## Do We Have Your Correct Phone Number?

NOVEC's interactive voice response system (IVR) recognizes only the first phone number listed on your account, which can be either a land-line or cell phone number.

When you call from any other number you will be prompted to enter the phone number that is on record for your account, which takes extra time and delays the reporting of your outage.

**Please take a few minutes to check your phone number on record.** Simply call 703-335-0500 or 1-888-335-0500 and listen for the option "to verify or update the phone number." It's important to have your NOVEC account number handy when you call.

## This Winter, Save Money and Stay Warm

**H**eating and cooling your home uses more energy dollars than any other system in your home. According to the U.S. Department of Energy, 56 percent of your utility bill typically goes for heating and cooling. *Follow these simple steps to help control your energy bill this winter.*

- ✓ Set your thermostat as low as is comfortable.
- ✓ A programmable thermostat can help by adjusting the temperature according to your schedule. It can cut back heating at night and turn it up again before you rise in the morning. The recommended setting for optimal savings is 68 degrees when you're awake and lower when you're sleeping or out of the house.
- ✓ Prevent heat loss by sealing air leaks around window and door frames with caulk or weather stripping.



**Cleaning or replacing the furnace filter on a regular basis helps the system perform more efficiently, saving money and keeping you warmer.**

- ✓ Make sure your heating equipment is properly maintained and cleaned. An annual check-up by an HVAC contractor is recommended.
- ✓ Clean heating registers and make sure they're not blocked by furniture, carpeting, or drapes.
- ✓ Use exhaust fans sparingly in the winter. Fans venting to the outdoors waste heating dollars.

- ✓ Keep the curtains and shades on your south-facing windows open during the day to allow sunlight in and closed at night to reduce the chill from cold windows.
- ✓ Adjust ceiling fans so they help push warm air down and even out the heat in a room.
- ✓ Check the insulation in your attic, ceilings, exterior walls, floors, and crawl spaces to see if it meets the recommended levels for your area. Visit [www.energystar.gov](http://www.energystar.gov) and click on "home sealing" to learn more about insulation levels.



### NOVEC Scholarship Applications Available

NOVEC's Dollars for Scholars program awards scholarships to high school students living in our service territory, helping them realize their dream of attending college. Applications will be accepted through Monday, April 9, 2007.

For the detailed scholarship requirements, see the January 2007 *Cooperative Living* magazine or visit [www.novec.com](http://www.novec.com) and search for "scholarship."

## Thanks for Supporting NOVEC's Right-of-Way Maintenance Work

### *Dear NOVEC Customers:*

As the new year begins, we would like to thank you for helping us further our right-of-way maintenance goals. Many customers allowed us to remove unsightly, large trees planted directly under power lines, saving us the expense of frequent tree trimming. If you still have trees such as these in your yard and want them removed, contact us.

Many of you followed our landscaping guidelines when planting near overhead and underground power lines. If you're not sure about NOVEC landscaping guidelines, visit [www.novec.com](http://www.novec.com) or contact the Right-of-Way Department for a detailed brochure.

Hundreds of customers had the transformers in their yards painted and many helped expedite this work by trimming or removing plants that were too close to these enclosures. We will continue this work over the next several years until all units on the system have been properly painted and cleared.

We appreciate your understanding of the need for tree trimming and tree removals. Hundreds of customers have

conveyed their realization that this work is extremely beneficial as they saw other area utilities experience long power outages partly due to severe tree problems.

Thank you for your continued support of NOVEC's Right-of-Way Maintenance efforts.

Working together, we can continue to improve the way trees and power lines co-exist on the NOVEC system.

*Sincerely,*

**NOVEC Right-of-Way Maintenance Department**  
703-392-1661, 1-888-335-0500, extension 1661  
[rightofway@novec.com](mailto:rightofway@novec.com).



NOVEC appreciates our customers' understanding of the necessity to perform tree trimming on their property.



*What's Current* is produced by the NOVEC Public Relations Department for Cooperative customers. If you would like additional information or if you have suggestions for future articles, please contact: NOVEC PR, P.O. Box 2710, Manassas, VA 20108 or send e-mail to: [ssmarrelli@novec.com](mailto:ssmarrelli@novec.com).